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CITY OF HEMET COUNCIL MEMBERS



Malcolm Lilienthal Mayor District 3



Karlee Meyer Mayor Pro Tem District 1



Linda Krupa Council Member District 5



Russ Brown Council Member District 2



Joe Males Council Member District 4

MESSAGE FROM THE CITY MANAGER

Christopher Lopez

On behalf of the City of Hemet, I am proud to present to the community the accomplishments our City has made in the 2021 Year in Review Report. As you can see in the document, I am truly impressed with the caliber of people we have working for our community. They consistently impress and amaze me with their capabilities and I humbled to lead this organization every day.

In 2021 we shared amazing milestones including the adoption of the Strategic Plan which serves as the guiding light for everything that we do. Connecting this high-level vision to the work our staff do every day helps ensure our goals and activities move both our organization and our City forward in a positive and productive direction.

To this end, I am pleased to share the many stories from 2021 within this report that showcase some of the City's projects and initiatives which have supported our residents and businesses during challenging times. Our library became a COVID-testing site conducting 3,000 plus tests. Our City allocated \$110,000 to small businesses that were directly impacted by COVID. Our City was removed from the high-risk designation on the State Auditor's list. The Community Development Department found ways to virtually connect with our residents and stakeholders streamlining services in a more efficient manner. The Hemet Police Department shopped for Christmas gifts with children at our local Walmart, bringing smiles to their faces. The Public Works Department successfully completed the Harvard Street Streetscape Refresh attracting businesses and customers on this historical street. City Council members coordinated community visits to network, communicate and share ideas with community groups and neighborhoods.

The leadership and guidance of our city council is reflected in everything we are documenting in the 2021 Year In Review Report, and will help the City of Hemet continue to be a place we are all proud to call home. I am extremely proud of what has already been accomplished, and I look forward to all the new places our journey will take us.



Sincerely, Chris Jopez

FIRE DEPARTMENT

A Safer Community for Everyone

Our Fire Department has made leaps and bounds in ensuring our fields, homes, and buildings were up to fire-safety standards. Earlier in 2021, the Fire Department began inspections to properly label curbs to comply with the vehicle code and began weekly interventions to combat dumpster fires that were rampant in the Florida Avenue corridor. Under the leadership of Ernie Moreno, Florida Avenue businesses were advised on ways to secure their dumpsters and were encouraged to maintain the cleanliness around their buildings.

While staff made the proper fire checks, our Fire Department partnered with the Hemet Global Medical Center to both learn and prepare for the Hospital's Tactical Plan. The Plan, developed under the guidance of Battalion Chief Greg Lloyd, included our Operations Captain and staff from Hemet Valley Hospital, and is meant to provide a clear incident action plan for dealing with fires and other emergencies that occur at the hospital.

To supplement our efforts in fire prevention, our Fire Department began collaborating with CSG Consultants, our Finance Department and the Hemet Building Division to work through the details involved in building a robust fire prevention/ community risk reduction program.

Beginning July 1, 2021, HFD reactivated Engine 5 back to 24/7 service levels providing protection to the east end of Hemet. Also, on July 1, 2021, Fire reactivated Squad One located at Station 1, providing more expansive EMS service to the City.







Combined Efforts

As we know, 2021 saw a series of fires in Riverside, Shasta, and Butte counties. Without straining Hemet's fire resources, our fire crews efficiently dispatched to several of the large fires outside of our jurisdiction in an amazing show of solidarity. Some locations included wildfires in central and northern California areas such as the Lake Shasta and Oroville areas, and Murrieta.

With an emphasis on mental health, our fire staff developed a peer-to-peer stress debrief program to assist uniformed personnel address issues like job stress, family relations, and personal concerns. Firefighter Paramedic Daniel Loomis and Fire Engineer Peter Loomis worked together to develop and lead the Department's Peer Support Program, which is a tool used to debrief and reduce stress on staff after critical, high-profile incidents.

Additionally, our Fire and Police Department partnered with the Trauma Intervention Program (TIP), which provides services to citizens in crisis. This allows our first responders to have specifically trained trauma interventionists respond when necessary.

To engage with our community, in December 2021, Fire staff met with the homeowners at Solera Diamond Valley to discuss home safety topics and answer any questions they had regarding the Fire Department's upcoming events and community involvement. Fire again supported the Salvation Army's "Christmas Angels" program and adopted two families in Christmas 2021. Fire staff delivered the truckload of wrapped gifts to the Salvation Army on December 22, 2021.

A New Mural to Remember September 11, 2001

Our local Hemet Rotary club led efforts to refresh the Fire Station 1 mural in commemoration of September 11, 2001. On September 9, 2021, the City commemorated the twenty-year anniversary of the devastating event of September 11, 2001 and dedicated the new mural at Fire Station 1. This community event gathered residents and City staff to honor and remember the lives lost in the terrorist attacks on September 11, 2001.



Growing Our Leaders

Our young Fire Explorers returned to training in November 2021, where Firefighter Paramedic Zachary Petite gave a demonstration on fire behavior using a miniature replica of a typical two-story structure. In support of our Explorers, the Kevin Woyjeck National Fallen Firefighters Foundation donated \$15,000 along with helmets and boots to Hemet's Fire Explorer Program.

After a nationwide recruitment, the City of Hemet welcomed Eddie Sell to lead the Hemet Fire Department. On November 18, 2021, a public badge pinning ceremony was held at the Hemet Public Library, where hundreds of supporters, colleagues, families and friends witnessed Eddie Sell's official swearing in as Hemet's new Fire Chief.



We are thrilled to see the growth and improvements our Fire Department has made to ensure the safety of our City. By providing state-of-the-art training, creating opportunities for our youth, bridging gaps between our Fire Department and members of the public, and nurturing good spirits in our employees, the City of Hemet is making headway to building a better Hemet.

FIRE DEPARTMENT HIGHLIGHTS

- The Emergency Operations Center is moving forward and has the new format favored by Riverside County Emergency Management Department (EMD). Mechanical and electrical issues were corrected in the RACES Emergency Communication Trailer. Plans to restart the City's CERT Plan have begun, and the program is forecasted to regroup in summer/early fall.
- The Department began providing educational videos to encourage the changing of batteries in smoke detectors along with clocks for daylight savings time.
- Fire began inspections to properly label curbs to comply with the vehicle code.
- EMS began working on developing a peer-based CQI program and completed bi-annual County education/protocol updates.
- Both Police and Fire worked diligently to finalize the various elements necessary to transition the City's Computer Aided Dispatch (CAD) system from West Covina Service Group to Mark 43. The new system went live in April 2021.
- Also in April 2021, Fire and Police implemented a new computer aid dispatch software platform (CAD), which replaced aged software for dispatch; and, Fire migrated to a new Records Management System (RMS).
- Fire took delivery of a Brush Patrol/Pick-up utility-type truck with four-wheel drive. The vehicle is designed to be nimble and effective at smaller brush and vegetation fires, and is off-road capable.
- Truck 4, located on the west side of town, became fully paramedic-equipped with all advanced life support tools and equipment, allowing the unit to always be available as a paramedic equipped unit.
- Fire added an additional 24-hour staffing team for the July 4 weekend, including Medic Squad 1 and the Brush Rig. The units were deployed July 2, 3, and 4, 2021, and statistics were provided to Council to summarize the deployment of resources and the subsequent results.
- Fire/EMS purchased state of the art Laryngoscopes with built-in lighting and a small digital camera that assists Paramedics while attempting intubation. Hemet Fire Department Paramedics were the first prehospital care professionals to be trained on this important new device
- HFD was granted \$15,000 for wildland shelters for each firefighter after Captain David Prietto, FF/PM Dan Sprague and FF/ENGR Dan McIntyre prepared and submitted the application. Subsequently, HFD replaced ten-year-old wildland emergency shelters.

POLICE DEPARTMENT

Enhancing Safety for Our Police Officers

On February 23, 2021, the City Council approved the Motorola Solutions Contract for PSEC. The cutover to PSEC was July 26, and on August 26, the Final Project Acceptance was signed. This was a significant Public Safety project, which was quickly completed and under budget - a savings of approximately This \$44,000. incredible team effort with PD, FD, IT and countless staff involved to complete this project. The Council approved this project in multiple phases, and the staff is extremely appreciative of the leadership of the Council to prioritize Firefighter Police Officer safety.

Strenghthening Our K9 Unit

Our Police Department announced the start of their K9 unit's bloodhound team. The Hemet Police Department and Murrieta Police Department have a long history of working together and sharing resources, and as a result of Murrieta's restructuring, we received a Bloodhound for our program. Patrol Officer Luke Tabor was selected to be the handler of PD's K9 program Bloodhound Duke and we are excited to welcome the furry officer into the City of Hemet.

Officer Tabor and his K9 Duke attended Basic Bloodhound School in Beaumont. This training taught the basics of being a bloodhound team which includes tracking in urban and heavily traveled environments. The team is off to a great start and we are looking forward to seeing what they will accomplish together. In other K9 related news, the Dwelling Place City Church, where one of our polcie chaplains is pastor, held a fundraiser specifically for the Hemet Police Department's K9 program and raised \$12,000. In late January 2021, Officer Reynoso, K9 Duke, Officer Tabor, and Bloodhound K9 Duke visited the congregation and happily accepted the check and provided their thanks on behalf of the entire department.

On a sweeter note, in May 2021, PD welcomed Angel, a very happy, one-year old Labrador Retriever. Lt. Arellano and Sgt. M. Gomez presented the idea of bringing a Facility Dog to the Hemet Police Department years prior, and we're excited that the idea finally manifested in 2021.





Fostering Positive Relationships with the Public

On February 24, 2021, the Department received a phone call from a family stating that it was their son's birthday, and his dream is to become a Police Officer when he grows up. He was invited to come down to the station where he met Officer Wassouf and was able to check out the Ford Explorer Police Interceptor and awarded a junior officer badge. His family commented on the Department's social media post thanking Officer Wassouf for making their son's birthday extra special.

In late February, Detective Reyes with the Community Services Bureau participated in "Read Across America" for Hemet's elementary school students by reading the children's book, "I Want to be a Police Officer" by Laura Driscol. The Department's goal in participating in this event was to reach out to students by reading books that students can see themselves reflected in, as well as books that the readers, or listener, see a world or a character in a way that might be different than them.

On August 3, 2021, participated in National Night Out. The Police Department's Community Services planned the National Night Out, which included local businesses, a car meet and various bureaus within the department. The department's Traffic Bureau was one of the bureaus in attendance and used the event as an opportunity to provide "Know Your Limits" impaired driving awareness training as outlined in the Office of Traffic Safety Grant requirements. The National Night Out event was well attended by the community. Community members were able to ask questions about their police department and employment opportunities within the department.

In December 2021, Hemet Police Department began working with City Net to provide homeless outreach services in the city of Hemet. With the goal of ending street-level homelessness, City Net will continuously work with Hemet PD's ROCS Team to build relationships and provide services to those experiencing homelessness in our community.

Recognizing Our Volunteers

On December 2, 2021, Police Volunteers were honored at the annual Hemet Police Volunteers Award and Christmas Party. Police Volunteers were recognized for their commitment and dedication to the community of Hemet as they are a tremendous resource to the department and city. Our volunteers have dedicated their time and skills to keep our communities safe and have been valuable members of our team.

The Department's social media posts continue to generate many positive responses and encourage dialogue between the community and the police. It humanizes our officers to the public and provides great engagement. Each post is aimed at changing the narrative towards both law enforcement officers and ensuring that citizens know the City of Hemet is a safe and fun place to work, live, shop and visit.



POLICE DEPARTMENT HIGHLIGHTS

- On February 7, 2021, Officer Skaug successfully completed the long and intense Field Training Program.
- On April 2, 2021, Hemet Police Detectives arrested a 35-year-old Hemet resident in connection with the stabbing death of Nicholas Males on June 18th, 2016. This was an ongoing investigation involving the Hemet Police Department and the Riverside County District Attorney's Office. After many hours of investigation and discussions with the District Attorney's Office, an arrest warrant was issued for Robert Herrera Ramirez, who was located and arrested in San Diego County. Ramirez was booked for Voluntary Manslaughter and Attempted Homicide regarding a second victim.
- On April 13, 2021, Chief Pust swore in new Officer Michael Joromat. Officer Joromat is a lateral hire from Colton Police Department. He brings with him his experience as a Field Training Officer and his experience from being a member of their SWAT team, which will be a valuable asset to our department.
- On April 19, 2021, Investigator Douglas Klinzing was promoted to Corporal. He started his first patrol shift on May 5 after spending the last 7 years as an Investigator in the Detective Bureau. In total, Corporal Klinzing has dedicated 24 years to this profession and the department is excited to have him bring his investigative knowledge to patrol. He is also a resident of the community he proudly serves.
- Since the City's use of the FLOCK system in June 2020, the Police Department has recovered 233 stolen vehicles with an insurance value of over \$2.3 million, and yielding 206 arrests
- On May 2, 2021, Sergeant Bob Nishida retired from the Hemet Police Department. Sergeant Nishida served the Hemet and San Jacinto Valley for 27 years. He began his law enforcement career with the San Jacinto Police Department in 1994. He served with them for 7 years as a Patrol Officer, Gang Detective, K9 Handler and Field Training Officer. The Hemet Police Department hired Sergeant Nishida in 2001.
- August 10, 2021 marked the first day of school for the Hemet Unified School District and the first opportunity for PD to implement the Strategic Plan goal of hosting targeted police traffic enforcements. Motor Officer T. McGinnis coordinated targeted traffic enforcement details in various school zones beginning 8/10/21, with two school sites per day; two Motor Officers assigned to the detail; 7 days of enforcement. The targeted enforcement objective was traffic safety education by issuing warnings and citations. No traffic collisions were reported in school zones during that time.
- Two Community Service Officers were presented the "Golden Bear Award," from Riverside County CAL-ID for superior performance in the identification of at least five people through fingerprint recovery and comparison. The award recognized CSO Addison's achievements in 2019 and CSO Anderson's achievements in 2019 and 2020!

PUBLIC WORKS DEPARTMENT



Giving A New Face to Downtown

The Harvard Street Streetscape Refresh Project was completed on March 23, 2021 which was a long anticipated project in order to attract tourists, consumers, and prospective business owners in the Hemet's Downtown historical district. The Refresh work included power washing sidewalks. replacing banners. installing drip irrigation systems and new plants, trimming of trees, and painting of light fixtures, signposts, and red curbs. This was a pilot program to determine the feasibility of interdepartmental efforts to improve the quality of life as outlined in the Strategic Plan. Locations targeted by the team also included the northwest corner of State and Florida, Center Street and Mayberry between Palm and Santa Fe, and Alessandro between Mayberry and Kimball.

Keeping Our City Clean

The Public Works Department and Code Enforcement Division coordinated a strategy to maximize the opportunity for residents in the target area to access the Citywide Clean-up on April 17, 2021. The department successfully coordinated the Citywide Cleanup with CR&R, resulting in 170 vehicle trips through the event. In addition, tree removals and tree trimming have been completed with the removal of 22 dead trees and the trimming of 65 trees.

To continue these efforts, on September 23, 2021, production tree trimming was completed in Seven Hills Neighborhood where 317 trees were trimmed.



Responding to Climate Emergencies

The Hemet Public Works Department (PWD) responded to the wind emergency that occurred during Thanksgiving week with crews working overtime to remove branches, debris and downed trees. Our public workers also decorated Florida Avenue, Harvard Street, and City Hall for the holiday season.

Fixing Our Water Wells

The 2020 Urban Water Management Plan was approved by the City Council on July 20, 2021 and the final documents were filed with the Department of Water Resources. Professional services were secured to evaluate, rehab, and develop plans for Well 12 and Well 2A Repair/Rehabilitation Plans. A hydrogeologist was retained to conduct an evaluation of Well 12, and specifications are being developed for time and material contracts for the well repairs.

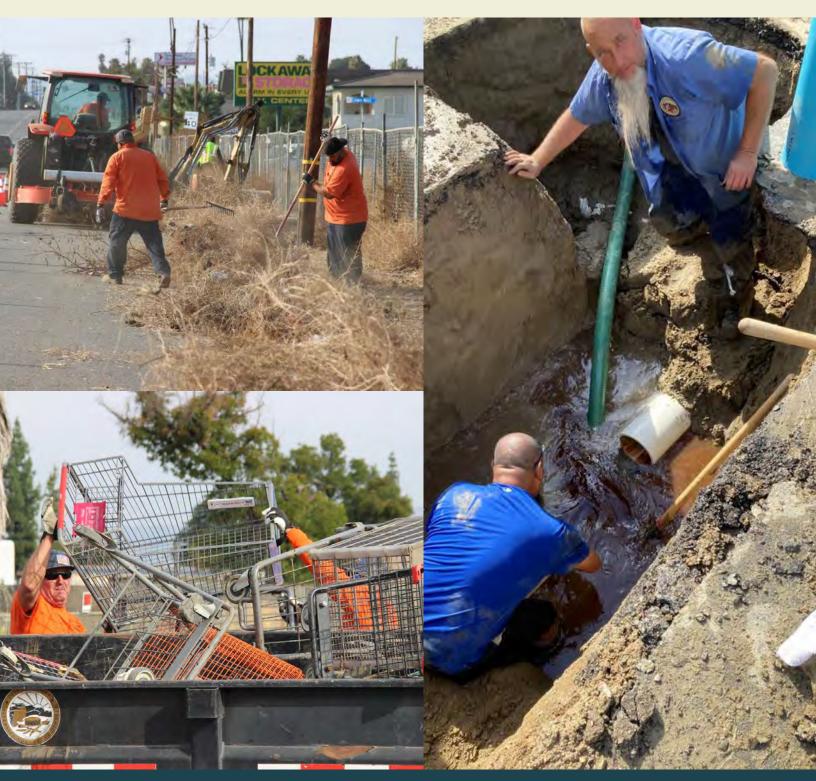
Repairing Our Athletic Fields

A consultant completed an initial assessment for Brubaker Park for the necessary rehabilitation of 11 ball fields. Staff completed the review of the proposal from the landscape architect for the renovation of Rodighier Green and is awaiting submittals. A field demonstration of the JPIA Concrete Rehabilitation program occurred on December 13th, and a proposal is being developed.

Maintaining Eco-Friendly Landscapes

On September 15, 2021, Public Works installed subsequent landscape enhancements consisting of drought tolerant plant materials and drip irrigations along Front Street between State Street and Harvard Street, and Florida Avenue and Latham Avenue.

The Hemet Public Works Department has been successful in responding to the requests of the public. The SeeClickFix App provides a convenient and fast option for residents to report potholes, graffiti, light-outages, abandoned vehicles, and foreclosed properties. The Public Works Department and the Code Enforcement Division were able to take the lead in addressing environmental and code violations as well as report SeeClickFix statistics to maintain transparency and accountability.



PUBLIC WORKS DEPARTMENT HIGHLIGHTS

- The Gibbel Park Skate Plaza project team hosted a Public Workshop on January 19, 2021 via Zoom. Public participation included 20 members of the skateboarding community as well as Mayor Pro Tem Males and Councilmember Lilienthal. A subsequent meeting was held on February 17, 2021 with an accompanying survey, open through February 26. Construction design is currently 90% complete.
- The Water Division's radio read project was successfully activated on February 12, 2021 and field validation was completed for accuracy.
- Staff commenced development of the concrete management plan. Graffiti abatement processes for private property were finalized and a door hanger was created and printed to provide notification. Street striping also commenced along the west side of town, with major arterials such as Sanderson, Stetson and others being completed.
- Travis Holyoak, with Tim Burke and Dan Cortese led the major revision of the City's backflow ordinance—the first change in nearly 27 years.
- Daniel Cortese successfully led the City through a Regional Water Board Audit resulting in the issuance of a "no-violations" report from the Board. Dan also continually coordinates the Department's social media materials work, creating visually stimulating graphics supporting water conservation.
- In 2021, work began on the rehabilitation and repair of Well 2A
- On December 14, 2021, the City Council had the second reading of the SB1383 Ordinance and adopted the ordinance. Staff began implementation of the various programs required under SB1383 which will commence in mid-January of 2022. In the same meeting, the awarding of the Well 12 Rehabilitation occurred with contract awards and submittals currently being processed.
- Street striping was completed for the Fiscal Year on major streets on the west side of the City.
- Public workers helped plan Hemet's Christmas night-time parade by blocking off streets, cleaning roadways, and setting up decorations at Weston Park for the Christmas Festival.



COMMUNITY DEVELOPMENT DEPARTMENT

Building A New Neighborhood

Staff received a preliminary review application for McSweeny Ranch to develop approximately 2,500 units including market and senior homes with a possible 3-story option for senior living, 100,000 sq. ft commercial, and a golf course. This is in the early preliminary process and will require full environmental review. The estimated time for the project is approximately 1.5-2 years.

In July 2021, the Planning Commission approved site development review (SDR) 21-001 and model home marketing complex (MHC) 21-001 (Oak Ridge at Mcsweeny Farms). The project also includes a model home complex consisting of two models on lots 35 and 36, trap fencing, landscaping, and a temporary parking on lot 34.

Educating Our Residents

Code Compliance staff reengaged sidewalk vendors and has continued to flex their schedules to cover weekends to make sure that all vendors are following the latest ordinance approved



by the Council. This is an opportunity to refine, evaluate, and examine how our City can provide assistance to street vendors to ensure they obtain the appropriate licenses so that they may continue conducting business.

Approving New Construction of Buildings and Roadways

On January 6, 2021, the Planning Commission approved Conditional Permit Site Use 20-002 and Development Review 20-006 to demolish an existing building to construct a new 2,802 square-foot Raising Cane's Chicken Finger restaurant with a drive-thru.

On January 19, 2021, the Planning Commission recommended approval for the Rancho Diamante project that included the following:

- An amendment to the Page Ranch PCD Specific Plan to eliminate the alignment of 'New' Warren Road
- The extension of Mustang Way from Warren Rd. to Stetson Avenue.
- A subdivision of 245.07 acres into 586 single-family lots having a minimum lot size of 5,000 square feet and related uses on 160.51 acres, and one lot of 100,000 square feet (of maximum building area) for commercial uses on 19.67 acres. a. The subdivision also includes 64.89 acres of public and private parks and open space areas. The project also includes 6.2 acres of off-site improvements including utilities in abutting rights-of-way, drainage conveyances and the west half of Warren Road in the northeast part of the project.

COMMUNITY DEVELOPMENT DEPARTMENT HIGHLIGHTS

- The Community Development Department implemented a scheduled meeting with developers to assist in getting their projects through the process and keeping up to date on issues or concerns of the project completion.
- The Planning Division launched Zoom Meetings for all Development Review Committee meetings, which improved the process for communication for our development stakeholders.
- Planning staff began hosting Planning Commission meetings and workshops via the Zoom platform.
- The Community Development Department began implementing after-hour services from 3:00 PM to 5:00 PM, allowing residents and developers to schedule a block of time to meet with staff for various issues via Zoom, in person, or phone call.
- The Planning Division experienced an increase in residential, commercial, and industrial development applications, which indicate that the economic growth is strong within the City of Hemet.
- On April 1, 2021, the Planning Division submitted its Annual Housing Element Progress Report to State Housing & Community Development (HCD). The report includes building permit activity from January 1, 2020 to December 31, 2020, and the status of Housing Element programs of the General Plan.
- Amidst COVID-19, the Department implemented several electronic methods to transmit documents, have meetings, make filings, and to continue providing excellent customer service.
- The Community Development Department welcomed new Senior Planner, Mina Morgan to the Planning Division. Mina has been a Planner for the past eight years, working for a private sector planning firm. During this time, he gained first-hand experience working in municipal planning for Cities, including City of Rancho Cucamonga, the City of Big Bear, the County of Orange, the City of Menifee, and most recently the County of Riverside.
- In July 2021, the Planning Commission recommended conformance of the City of Hemet's Capital Improvement (CIP) for fiscal years 2021-22 to 2022-23 with the City of Hemet General Plan to the City Council.
- The Code Compliance Division scheduled assessments for landscaping along the city's major commercial corridors. Based on the Council's prioritization of reducing blight and making the community more attractive, staff focused its efforts on projects that have a direct correlation to improving the City's visual appearance.
- Code addressed the issues of inoperable vehicles and parking on lawns. Prior to Code conducting this activity, staff did a social media campaign to educate the public on the municipal code and what was not allowed per the code.
- On November 10, 2021, the City Council and Planning Commission held a joint study session to discuss the sixth Cycle Housing Element Update (2021–2029).
- At the December 21, 2021 Planning Commission Meeting, the Site Development Review (SDR 21-017) and Model Home Complex (MHC 21-006) was approved to allow the construction of 68 single-family residential lots within Tract Map No. 36890, located at Elk & Thornton Avenues. Additionally, the Conditional Use Permit (CUP 21-011) for the organization Men & Women on the Move for Christ was also approved to operate a Church within an existing suite totaling 1,088 square-feet.

ENGINEERING DEPARTMENT

The City Council approved a list of Capital Improvement Program (CIP) projects prompting the Hemet Engineering Department to work hard on executing these plans. Bids, evaluations, planning and delivering the results occurred behind the scenes but have an impactful benefit to our residents, commuters, and businesses. proThese projects ranged from making structural improvements to city roads, bridges, and concrete walkways to street striping, pavement rehabilitations to improving major street waterlines.

Completed Projects

- CIP # 5537 Stetson Avenue Bridge
- CIP # 5613 Traffic Signal, Warren and Auto
- CIP # 5640 Systemic Safety Analysis Report Program
- CIP # 5685 2017/18 Slurry Seal
- CIP # 5687 Kirby Street Improvements (Devonshire to Menlo)
- CIP # 5688 2018/19 Slurry Seal
- CIP # 5689 2018/19 Missing Link Sidewalks and ADA Ramps
- CIP # 5700 Whittier Ave Resurfacing
- CIP #5703 2019/2020 Accessible Sidewalks and ADA Ramps
- CIP #5704A 2019/20 Pavement Rehabilitation Ph. 1
- CIP #5704B 2019/20 Pavement Rehabilitation Ph. 2
- CIP #5705 2019/2020 Slurry Seal
- CIP 5542 Esplanade Avenue Widening (Warren to Sanderson) (San Jacinto Project)
- CIP #5598 Echo Hills and Santa Fe St. Water Improvements Ph. 3
- CIP #5651 LED Safety Lighting and Ped Countdown Signal Heads
- CIP #5653 Citywide Sewer Main Replacement/Relining
- CIP #5661 Oakland Ave. and Santa Fe St. Water Main Replacement





ENGINEERING DEPARTMENT COMPLETED PROJECTS

CONT.

- CIP #5661 Oakland Ave. and Santa Fe St. Water Main Replacement
- CIP #5686 2017/18 Pavement Rehab
- CIP #5690 Citywide Street Improvements (pavement rehab)
- CIP #5696 Hemet Valley Bikeway Connect
- CIP #5704 2019/2020 Pavement Rehabilitation
- CIP #5706 Esplanade Avenue Widening (Warren to Sanderson)
- CIP #5707 2020/2021 ADA Improvements
- CIP #5708 Traffic Striping Maintenance
- CIP #5709 2020/2021 Citywide Pavement Rehabilitation
- CIP #5712 Latham Street Improvements
- CIP #TBD Kirby St. and Arbor Pkwy. Water Main Replacement
- CIP #5507 State Street Waterline Improvements
- CIP #5598 Echo Hills and Santa Fe St. Water Improvements Phase 3



HEMET PUBLIC LIBRARY

In the beginning of 2021, the Library worked diligently with the County to become a COVID-19 testing center. This testing center saw an enormous amount of foot traffic and had 3,000 tests in the first week of January 2021. Beginning on January 12, the State of California provided a large testing bus that provided free testing for hundreds of citizens.

Aside from providing medical services to our community, when the Library reopened, staff reintroduced the processing of passport applications, which is a booming success. Patrons were grateful for passport appointments at the library, and we became the only place in the Valley accepting passport applications, as the Hemet and San Jacinto post offices no longer process passports. Library staff assisted with 139 passport applications in July 2021.

In addition, Library was a polling place for the election and staff worked in concert with the Registrar of Voters and City Clerk to collect ballots.

While the library became a versatile building fulfilling a wide variety of needs, the public was still able to enjoy the Friends of the Library Bookshop which opened in July, and library users were very happy to see the Friends. Proceeds from the Bookshop help support our annual summer Reading activities.

The Duffin Heritage Room opened for instructional information Wednesday through Saturday 9:30-12:30. The Library also added new material to the Library Catalog using carousels, an attractive way to highlight new material.

The Hemet Public Library provided activities to local children with 120 take home crafts handed out in December 2021. The Library was open on Christmas Eve and was open New Year's Eve from 9:00 AM to 1:00 PM. Since December 1, 2021, the Library's hours were Wednesdays from 1:00 PM to 5:00 PM, to provide services to elementary students.



INFORMATION TECHNOLOGY DIVISION

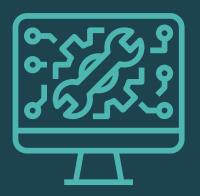
Our Information Technology (I.T.) Division continues to deliver and execute. I.T. continued progress on the increased use of Office 365. Microsoft OneDrive (storage) and Microsoft Teams (Collaboration) were deployed while Skype for Business was retired, streamlining our digital collaboration between departments. This was a concerted effort to ensure the City functioned at a fast pace and in an effective manner by utilizing up-to-date software.

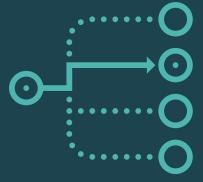
I.T. worked on decommissioning the City's old e-mail messaging environment while assisting the Police Department with their new Mark43 Computer Aided Dispatch (CAD) deployment and microwave radio installation, and simultaneously assisting the Fire Department with a deployment of their new ImageTrend Fire Records Management System (RMS).

I.T. has continued to assist Police and Fire with deployment and training on the new Mark43 Computer Aided Dispatch (CAD) system and microwave radio system. We are also assisting police, fire and public works with the EOC relocation and public works individually with their water SCADA refresh. The library's public computer reimaging project is in its final stage, with full completion by the end of the month.

I.T. relocated a total of 19 computers and 28 telephones in the City Hall merge, where all public-facing operations were moved to City Hall. This project impacted Administration, Finance, Information Technology, Code Enforcement, Building & Safety and Engineering Divisions. Building moved to a consolidated location which now houses all Community Development Divisions on the east side of City Hall.

I.T. also began live streaming Council & Planning commission meetings on YouTube via Zoom. This resolved the capacity problem experienced with the nest camera. After the meeting's adjournment, the video becomes available for immediate playback via YouTube. This is a great step forward in including more of the public via video streaming when indoor capacity is very limited.







HUMAN RESOURCES DIVISION

The Hemet Human Resources Division successfully processed cost of living salary adjustments in the City's HRIS system and EDEN, for all employees represented by HMMA and SEIU and the Confidential group in 2021.

In May 2021, the City transitioned from ICMA, Nationwide and Foresters to Voya as its deferred compensation provider. This provided enhanced portal access and customer service to City of Hemet employees. Informational meetings were held to assist employees in the transition. Additionally, all employees will also be receiving communication materials mailed to their homes.

Kaiser rates for plan year 2021/2022 were reduced by 4%, and most enrolled City employees experienced a decrease in their contribution beginning with the August 2021 paycheck.

The Hemet Human Resources Division (HR) updated all city job descriptions and added to Neogov which can be accessed through the City's website in a much more streamlined format.

HR staff participated and volunteered in holiday events throughout the month of December and created photo boards to share at the Holiday Employee Appreciation Luncheon.





FINANCE DEPARTMENT

The Hemet Finance Department, with assistance from Principal Accountant Kaleena Beasley, and ClearSource Financial worked with all City departments to conduct a User Fee Study and update the City's Fee Schedule. The Fee Study was approved by City Council at the November 9, 2021, meeting and new fees will be implemented in January 2022.

The Council approved a transition from Citibank to Wells Fargo for the City's banking needs. Wells Fargo has provided excellent customer service and support to the Finance team throughout the transition, and now offers expanded services.



CITY CLERK DEPARTMENT

The City of Hemet hired John Paul Maier to be the Hemet's City Clerk, and Brandon Yoshida was promoted from Office Specialist in Finance to Accounting Technician in Utility Billing, to Deputy City Clerk. The Office successfully coordinated the Nomination Period for the November 2, 2021, Special Municipal Election. The Nomination Period began on July 12, 2021, and ended on August 6, 2021, at 5:00 p.m. For this process, staff arranged appointments to provide an orientation with potential candidates. The team worked closely with the Registrar of Voter's Office to verify qualifying information, consistent with the goal adopted in the Strategic Plan. The City Clerk's Office assisted numerous members of the public with inquiries regarding the special election.

The Clerk's office increased service to voter registrants and participants for the 2021 California Gubernatorial Recall Election by working closely with the County of Riverside Registrar of Voter's Office in assisting with numerous phone calls and walk-ins with requests related to the Recall Election. Such requests included helping residents to locate their Polling Place locations and ballot drop locations, how to register to vote, how to track ballots, and general information about the Recall Election.

Hemet had a total of five Polling Places which were listed by District: Bautista Creek Elementary School, Tahquitz High School, Hemet Department of Social Services, West Valley High School, and Hemet Public Library. The City of Hemet provided two facilities for voting participants: the Hemet Public Library as a voting center and City Hall as a ballot drop off location.





HEMET'S BRIGHT FUTURE

2021 was a year unlike any the City of Hemet has seen before. And while there were obstacles in our path, Hemet confidently and adaptively responded to a diverse range of community needs which had a positive impact on our residents, businesses, and our entire region.

The Hemet City Council's shared vision for our city is to be a place where people choose to move into a new home, experience our diverse and multitalented community, and grow a successful business. Our our employees, non-profit organizations, vendors, and residents have been able to deliver with the support of an amazing team in 2021. There's no question there have been challenges, but upon looking back at last year, what stands out is the innovation, pliability, and community spirit that our City saw within the operations produced by our team.

Our residents are the foundation to the achievements we have made to improve the quality of life, create opportunities to partner and collaborate with stakeholders and members of Hemet, bolster the development of our economy and increase our organizational effectiveness. We embraced technology as we shifted areas of our service delivery to an online format. We offered new supports and funding to residents and community groups. We found ways to come together and celebrate virtually – reminding each other that we are still here for one another. People are continuing to choose to make Hemet their home and new businesses are still opening their doors, showing continued confidence in our economy.

We have all played a role in the accomplishments noted in this year's report and Hemet should be encouraged to remember and appreciate the things worth celebrating. Moving forward and continuing to building our community into the vision that we hold on to will help our community further their own goals. We should all be proud of where the City of Hemet is today and hopeful for where it will be in the future. Here's to 2022!





